CITY OF MILWAUKIE

CLASSIFICATION: INFORMATION TECHNOLOGY (IT) MANAGER

Department: Finance/Information Technology
FLSA Status: Exempt
Pay Grade: 30
Union Representation: Non-Represented

CLASSIFICATION SUMMARY:
Plans, directs and administers all activities related to the information services technology of the City including establishes requirements for workstations, servers, network, and telephone systems acquired by the City, provides oversight and direction to the installation, programming, and ongoing operation of workstations, servers, network, and telephone systems and establishes technology strategy and provides supervision to internal IT staff and contracted support vendors. This position works under the direct supervision of the Finance Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
(Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.)

1. Provides leadership through planning, organizing, directing, and supervising all activities of the division to achieve goals within available resources related to technology infrastructure.
2. Serves as the technical expert for computer/network systems and associated issues.
3. Oversees, manages and perform a variety of technical duties in support of hardware and software maintenance, user support, network administration and training functions; administer and maintain network file servers, database servers, application servers, client desktop workstations and network wiring, routing and communication equipment.
4. Studies and standardizes procedures to improve efficiency and effectiveness of the operations of the division.   Coordinates division activities with internal departments and external agencies and vendors as needed.
5. Manages staff to ensure City goals and objectives are met. Schedules, assigns and review work. Provides opportunities for development training and performance coaching to employees. Conduct performance evaluations. Responds to employee issues and oversees disciplinary processes.
6. Assists in the preparation of the division budget based on staffing and resource requirements and program objectives and goals. Monitors the budget to assure compliance with approved budget levels and standards.
7. Directs studies, and prepare reports directly related to the development and implementation of the most current computer and automation technologies (including electronic communications systems, workflow systems, and office automation). Analyzes the City organization and programs for potential automation.
8. Coordinates the development of comprehensive Citywide information and technology plans, strategies, and approaches for the development and application of automation and computerization. Develops short and long-range division goals and objectives and conducts continuous review and analysis of programs and technologies. Establishes and implements division policies, procedures, and guidelines.

9. Monitor software programs and licensing compliance; negotiates contracts with and coordinates activities related to hardware, software, telecommunications and other technology vendors.
10. Establishes, implements, and maintains security measures to protect organizational data, proprietary information, and intellectual property; performs periodic review of policies and adjusts as needed to ensure security of City's data.
11. Coordinates and supervises the development and implementation of new technologies to meet the evolving needs of the organization; provides direction to staff and vendors on design and platforms of technologies to support established needs.
12. Coordinates and supervises the selection and maintenance of all technology vendors, public and private sector, ensuring the terms and conditions of services are being delivered within established SLA.
13. Maintains positive public relations with internal and external customers and is responsive to department and elected official's needs.
14. Develops safe work habits and contributes to the safety of self, co-workers, and the general public.
15. Contributes to a positive work environment.
16. Performs other duties as required.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Management and supervisory practices and principles.
- Fiscal management, including budget preparation, expenditure control and record keeping.
- Automation and computerized financial applications; working knowledge of local area networks (particularly Windows operating systems).
- The variety of activities within a full-service local government.
- Capabilities of Microsoft (MS) Server and Workstation platforms, Microsoft Messaging platform, Enterprise Backup platforms, Networking/Security Hardware, and VoIP Telephony Platforms.
- Principles and procedures of quality assurance and security related to computer information systems or telecommunication systems, methods and techniques of file manipulation and data validation.
- The uses and capabilities of data processing hardware, software and telecommunications used in City departments and outside agencies.

Skills and Abilities to:

- Communicate complex technical information to diverse audience.
- In troubleshooting, analytical, problem solving, and written and verbal communication.
- Supervise and motivate staff.
- Prepare and analyze complex reports; perform advance math; plan and maintain efficient and effective complex computer systems in a distributed client/server environment.
- Detect, isolate, and resolve information or telecommunication system problems and analyze and assess the technology needs of City departments; establish and maintain effective working relationships with employees, city officials; and ability to communicate complex technical information in a professional, grammatically correct and effective manner in verbal and written format.
- Develop goals and long-range planning for department.
- Prepare and analyze comprehensive and technical reports.
- Manage multiple projects often within tight timeframes.

- Establish and maintain effective working relationships.
- Work as a team member and to cultivate a team climate.
- Perform the essential functions of the job.

Required Education, Training and Experience
(Any combination of education and experience that has provided the knowledge, skills and abilities to perform the essential duties of this position. Prior work experience and educational requirements listed are typical ways of obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)

- Bachelor's degree from an accredited college or university with a degree in computer science, engineering, or closely related field.
- Five (5) years of progressively responsible related experience including at least two (2) years in a supervisory or lead capacity

Licensing/Special Requirements:

- Possession of a valid driver's license or an acceptable alternative method of transportation which allows the incumbent to perform the duties of the position.
- Must be able to pass the department's security clearance standards including review of driving record.
- PMP, GCPM or comparable project management certification desirable.
- Microsoft MCSE solutions expert certification or comparable training desirable.

SUPPLEMENTAL INFORMATION:

Supervision:

- This position has full scope of supervisory responsibility over assigned staff.
- Operates under the general direction and supervision of the Finance Director.

Working Conditions:
(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential job functions.)

- Work is performed mostly in office settings with extensive computer workstation inflexibility to input and retrieve information from the computer system.
- Occasionally required to get into hard to access or awkward spaces.
- Frequently must utilize small hand tools in awkward hard to reach locations.
- Occasional lifting of computer equipment. Ability to lift to 20 pounds.
- Some evening meetings are required and occasional evening and weekend work to maintain operating systems.

The job classification description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Classification History:

Drafted: 2/2016
Adopted: 2/2016
Revised: 8/2021